

**SEM Duties**

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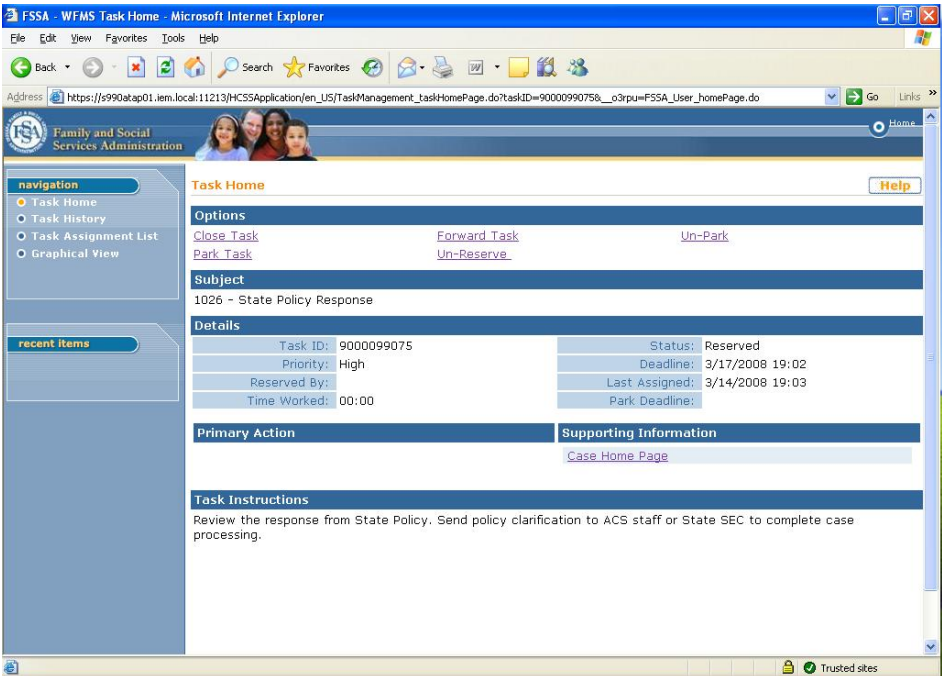
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\*Staff should review all parked tasks the first thing each morning to ascertain if any may be completed.

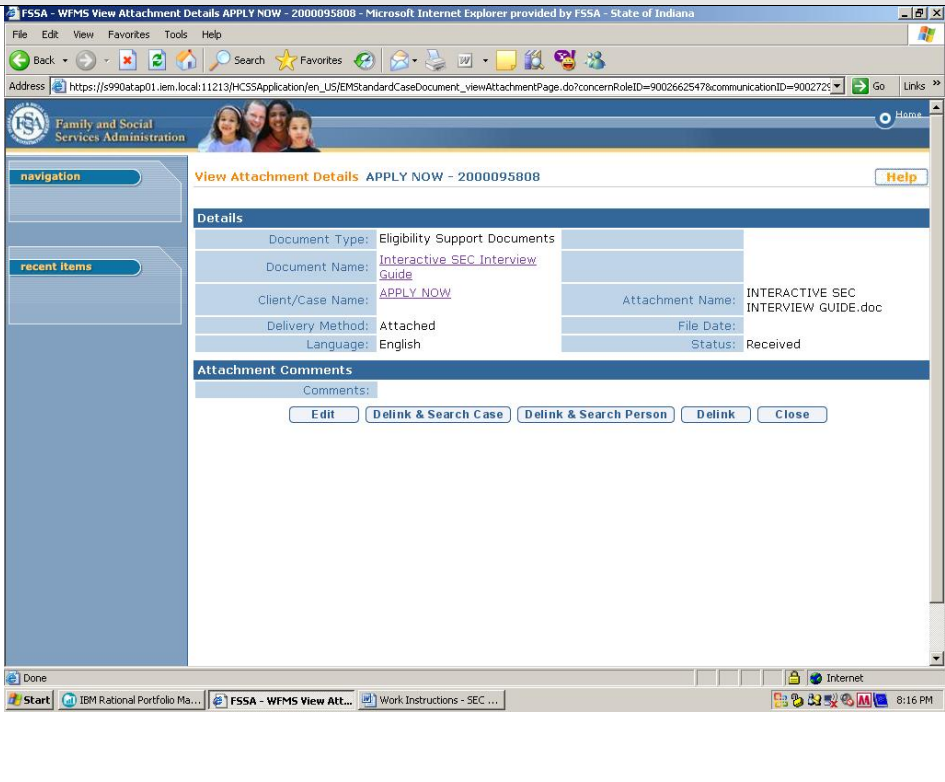
### 1.0 State Policy Request




Step	State Policy Request						
1.	The SEM will receive an email from an SEC who has completed the “Policy Interpretation Request/Response” form.						
2.	The SEM will review the attached document and answer the policy question, if possible. If a response can be made the SEM will modify the attached document with their response, save the attachment and Forward it back via email to the requesting SEC.						
3.	<p>If the SEM is unable to respond directly they should, modify the “Policy Interpretation Request/Response” form, by adding their name in front of the SEC’s name in the Request Submitted By field and completing the Date Submitted field on the form; and assure that the policy question is clear and concise.</p> <div style="text-align: center;"> <p><b>POLICY INTERPRETATION REQUEST/RESPONSE</b></p> <table border="1"> <tr> <td>Request Submitted By:</td> <td><input type="text"/></td> </tr> <tr> <td>Requestor's Location:</td> <td><input type="text"/></td> </tr> <tr> <td>Date Submitted:</td> <td><input type="text"/></td> </tr> </table> </div>	Request Submitted By:	<input type="text"/>	Requestor's Location:	<input type="text"/>	Date Submitted:	<input type="text"/>
Request Submitted By:	<input type="text"/>						
Requestor's Location:	<input type="text"/>						
Date Submitted:	<input type="text"/>						
4.	<p>The SEM will attach the modified document to the Application or Case.</p> <p>(HYPERLINK TO) CREATING AN ATTACHMENT FROM THE FILE SERVER WORK INSTRUCTIONS Section 3.11.4.12, Steps 1-12</p>						
5.	<p>Create “<b>State Policy Request</b>” Task and send to FSSA State Policy queue.</p> <p>(HYPERLINK TO) CREATE A TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.2</p>						
6.	Document in CLRC that a policy question was forwarded to the FSSA State Policy queue.						

## 2.0 State Policy Response

Step	State Policy Response																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td><a href="#">9000099075</a></td><td><a href="#">APPLY NOW</a></td><td>1026 - State Policy Response</td><td>Reserved</td><td>High</td><td>3/17/2008 19:02</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	<a href="#">9000099075</a>	<a href="#">APPLY NOW</a>	1026 - State Policy Response	Reserved	High	3/17/2008 19:02
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
<a href="#">9000099075</a>	<a href="#">APPLY NOW</a>	1026 - State Policy Response	Reserved	High	3/17/2008 19:02														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> 																		




Step	State Policy Response																																
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div><div>Supporting Information</div><div>Case Home Page</div></div> <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>																																
4.	<p>From the <i>Application</i> or <i>Case Home Page</i>, click <i>Documents</i> from the Left Navigation.</p> <div><div>navigation</div><div><div>Home</div><div>Documents</div><div>Programs</div></div></div> <p>The WFMS will navigate to the <i>Documents Page</i>.</p> <div><div>FSSA - WFMS Documents: SAHANA SMITH - 3000371983 - Microsoft Internet Explorer provided by FSSA - State of Indiana</div><div><div>File Edit View Favorites Tools Help</div><div>Back Forward Stop Reload Search Favorites</div><div>Address https://s990atap01.ilem.local:11213/HCSSApplication/en_US/EMStandardCaseDocument_listIndexedDocumentPage.do?caseID=3000371983&amp;__o3pu=EMStandard_home</div><div>Links</div></div><div><div><div><div><div>Family and Social Services Administration</div><div>Home</div></div><div>navigation</div><div><div>Home</div><div>Applications</div><div>Documents</div><div>Members</div><div>Addresses</div><div>Phone Numbers</div><div>Pending Verification Checklist</div><div>Data Collection Checklist</div><div>Second Party Review Checklist</div><div>Change Checklist</div><div>Solicited Documents Requests</div><div>Correspondence</div><div>Notes</div><div>Asset/Trust Review</div><div>Benefit Recovery</div><div>Tasks</div></div><div>recent items</div></div><div><div>Documents: SAHANA SMITH - 3000371983</div><div>Help</div><div><div>Search Non-Indexed Documents</div><div>Attach Document</div><div>Delink &amp; Search Case</div><div>Delink &amp; Search Person</div><div>Delink</div></div><div><div>To <b>View</b> additional document detail or <b>Edit</b> the document detail, click on the <b>View</b> or <b>Edit</b> link.</div><div><div>To <b>Delink</b> documents from this list and <b>Attach</b> the documents to another case or person, check the appropriate box (es); then select the <b>Delink &amp; Search Case</b> or <b>Delink &amp; Search Person</b> button.</div><div><div>To <b>Delink</b> the documents only, select <b>Delink</b>.</div><div><div>Note: To select <b>All</b> documents in this list, check the top box (next to <b>Action</b>).</div><table><thead><tr><th><input type="checkbox"/></th><th>Action</th><th>Document Type</th><th>Document Name</th><th>Client</th><th>Receipt Date</th><th>Status</th><th>Related Case ID</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td><a href="#">View</a>   <a href="#">Edit</a></td><td>Shelter Expenses</td><td><a href="#">Landlord Statement</a></td><td>SAHANA SMITH</td><td>10/9/2007</td><td>Received</td><td>3000371983</td></tr><tr><td><input type="checkbox"/></td><td><a href="#">View</a>   <a href="#">Edit</a></td><td>Policy Support Forms</td><td><a href="#">Policy Interpretation Request</a></td><td>SAHANA SMITH</td><td>10/9/2007</td><td>Received</td><td>3000371983</td></tr><tr><td><input type="checkbox"/></td><td><a href="#">View</a>   <a href="#">Edit</a></td><td>Application and Redetermination Forms</td><td><a href="#">Report Of Change (English)</a></td><td>SAHANA SMITH</td><td>10/9/2007</td><td>Received</td><td>3000371983</td></tr></tbody></table><div><div>Search Non-Indexed Documents</div><div>Attach Document</div><div>Delink &amp; Search Case</div><div>Delink &amp; Search Person</div><div>Delink</div></div></div></div></div></div></div></div></div></div>	<input type="checkbox"/>	Action	Document Type	Document Name	Client	Receipt Date	Status	Related Case ID	<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Shelter Expenses	<a href="#">Landlord Statement</a>	SAHANA SMITH	10/9/2007	Received	3000371983	<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Policy Support Forms	<a href="#">Policy Interpretation Request</a>	SAHANA SMITH	10/9/2007	Received	3000371983	<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Application and Redetermination Forms	<a href="#">Report Of Change (English)</a>	SAHANA SMITH	10/9/2007	Received	3000371983
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5.	<p>From the <i>Documents</i> page click view to see the document's details (or click on document hyperlink to the Policy Response form).</p>																																


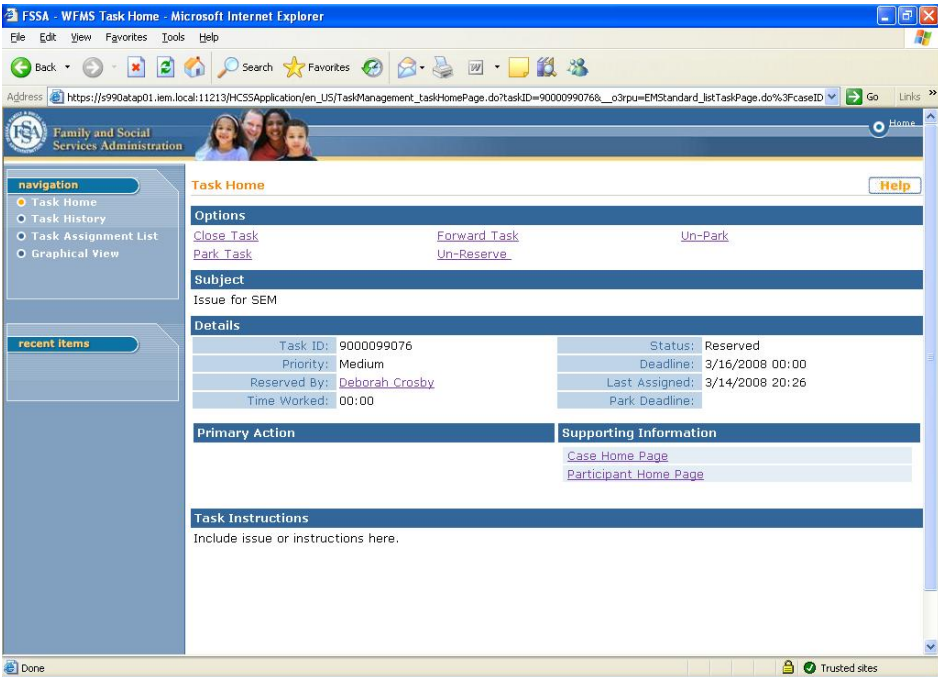
Step	State Policy Response
	
6.	<p>Within the View Document Details screen click the document name hyperlink to view Policy's response and the name of the SEC which initiated the original question.</p> <p style="text-align: center;"><b>POLICY INTERPRETATION REQUEST/RESPONSE</b></p> <div data-bbox="305 1108 1161 1234" style="border: 1px solid black; padding: 5px;"> <p><b>Request Submitted By:</b> <input type="text"/></p> <p><b>Requestor's Location:</b> <input type="text"/></p> <p><b>Date Submitted:</b> <input type="text"/></p> </div> <p>After viewing the document click on Close. The WFMS will navigate back to the <i>Documents Page</i>.</p>
7.	Click on Tasks in the Left Navigation.

Step	State Policy Response
	 <p>The WFMS will navigate to the <i>Tasks Home Page</i>.</p>
8.	<p>Click on <i>Forward Task</i> on <i>Task Home</i> page. Forward the task to the SEC who initiated the question.</p>  <p>WFMS will navigate to the Forward Task page.</p>
9.	<p>On the Forward Task page, the <i>Assign To</i> drop down will appear allowing a search for the SEC's contact information.</p> <p>(HYPERLINK TO) FORWARD TASK WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.8.</p> 

### 3.0 (Alert 410) TANF AUX OR REG BEN APPR TODAY

Generated when BICS is completed and an SEC has already approved a TANF auxiliary for the AG that day. If the second AUX request was created by FSSA, ACS will forward this task to the SEM queue.

Step	(Alert 410) TANF AUX OR REG BEN APPR TODAY
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review the case notes regarding the first and second AUX requests. Investigate why the second AUX request was made. Determine if the second AUX is appropriate. If so, approve. If not, cancel the request.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	Go to ICES and review CLRC.

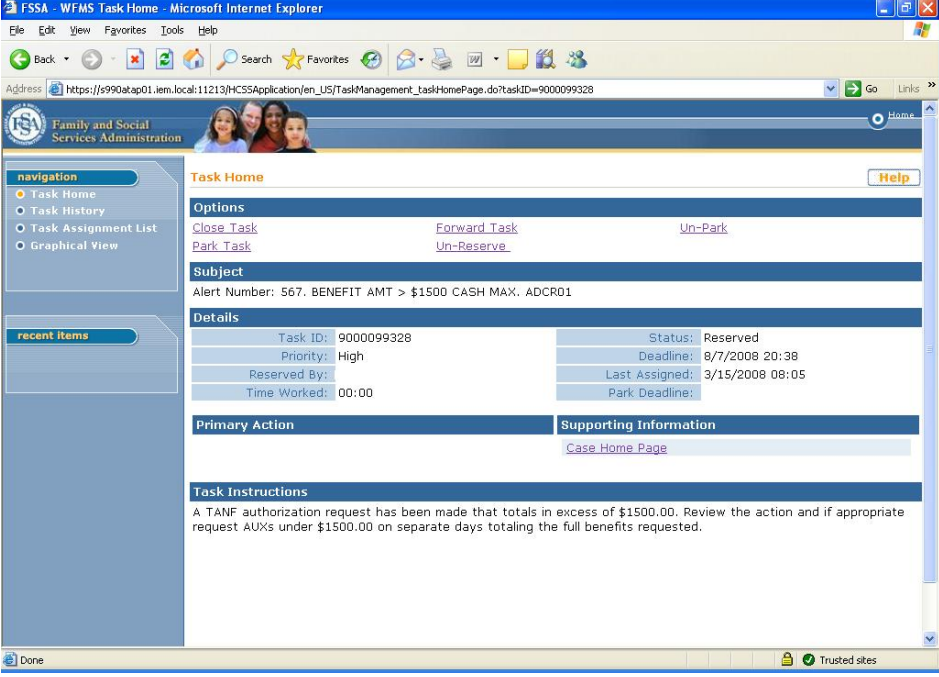

Step	(Alert 410) TANF AUX OR REG BEN APPR TODAY
5.	Investigate the accuracy of the second auxiliary request. Approve or cancel the request on BIOR. Document in CLRC if the second auxiliary request was approved or canceled, and why. If the auxiliary is canceled, the manual notice must be canceled, also, if possible. If the request is incorrect, return the case to ACS for notification.
6.	<p>Returning cases to ACS</p> <ul style="list-style-type: none"> <li>➤ Document the reason in CLRC</li> <li>➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>.</li> </ul> <p>Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the <i>Task Type</i>. Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.</p>
7.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
8.	<p>Click on the <i>Task ID</i> for the <b>(Alert 410) TANF AUX OR REG BEN APPR TODAY</b> task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
9.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 


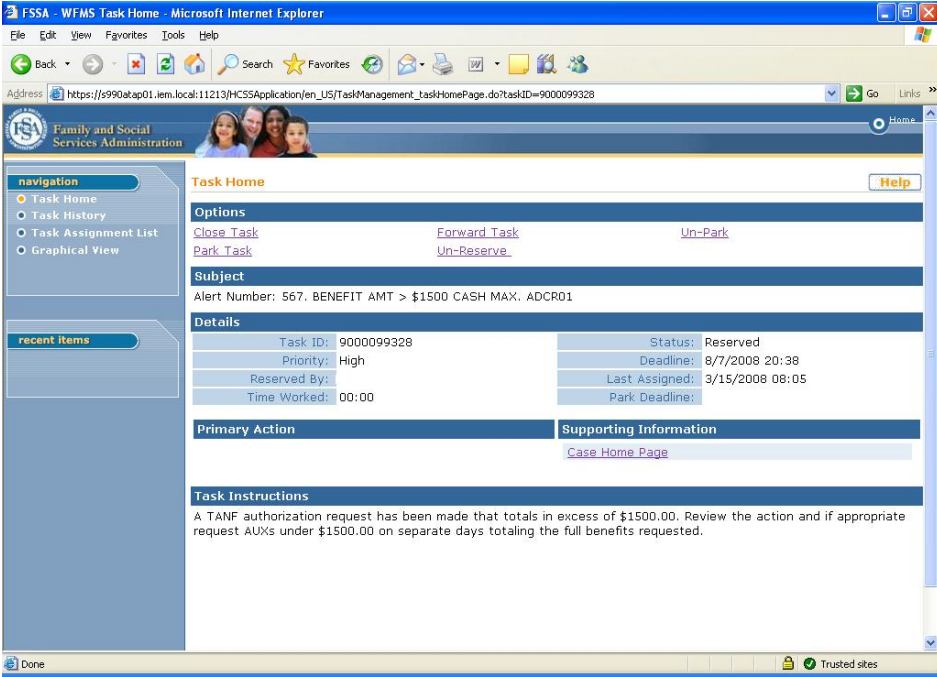


Step	(Alert 410) TANF AUX OR REG BEN APPR TODAY

#### 4.0 (Alert 567) BENEFIT AMT > \$1500 CASH MAX

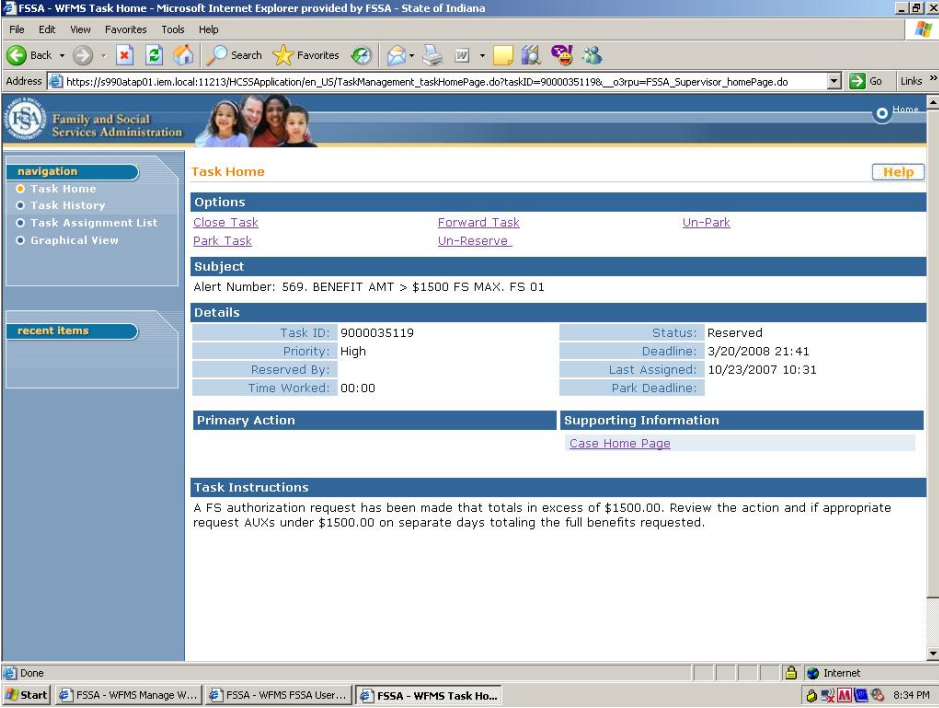

Step	(Alert 567) BENEFIT AMT > \$1500 CASH MAX																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td><a href="#">9000099328</a></td><td><a href="#">APPLY NOW</a></td><td>Alert Number: 567. BENEFIT AMT &gt; \$1500 CASH MAX. ADCR01</td><td>Reserved</td><td>High</td><td>8/7/2008 20:38</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	<a href="#">9000099328</a>	<a href="#">APPLY NOW</a>	Alert Number: 567. BENEFIT AMT > \$1500 CASH MAX. ADCR01	Reserved	High	8/7/2008 20:38
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
<a href="#">9000099328</a>	<a href="#">APPLY NOW</a>	Alert Number: 567. BENEFIT AMT > \$1500 CASH MAX. ADCR01	Reserved	High	8/7/2008 20:38														


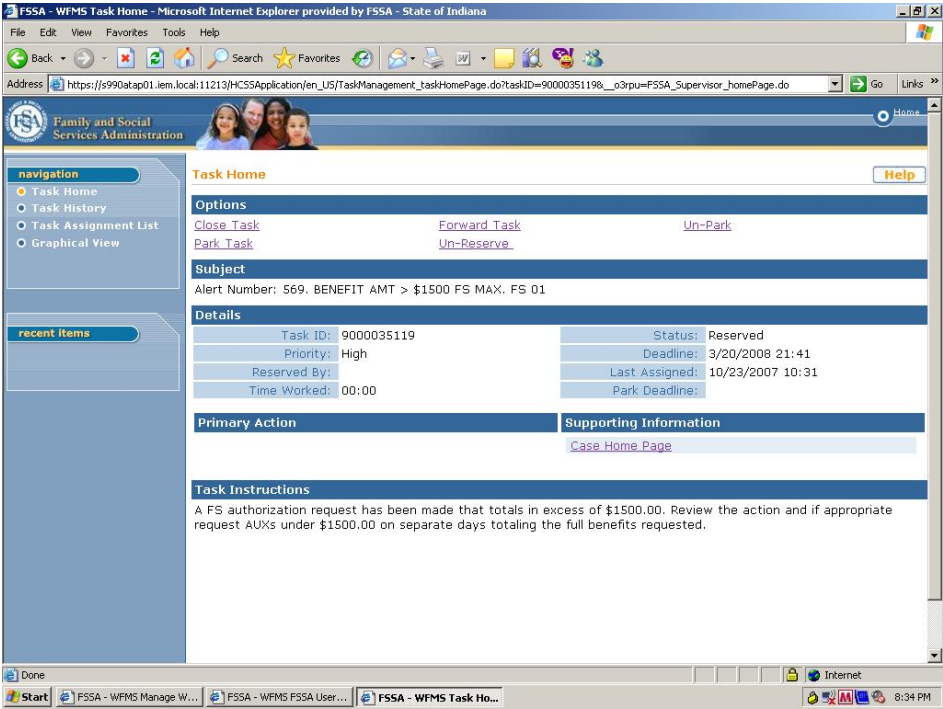
Step	(Alert 567) BENEFIT AMT > \$1500 CASH MAX
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Generated when the authorized cash benefit exceeds \$1500 and no benefit was generated.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	Go to ICES and review CLRC.
5.	<p>If the auxiliary request was correct, send a user defined task to ACS Coaches queue notifying them that the request was valid but auxiliary requests must be made for amounts under \$1500.00 in separate daily pull downs and that the originally requested/authorized auxiliary did not generate any benefits to the recipient.</p> <p>If the request is incorrect, send a user defined task to ACS Coaches queue notifying them that the request is invalid and that the originally requested/authorized auxiliary did not generate any benefits to the recipient. The manual notice must be canceled, if possible.</p> <p>(Insert Hyperlink to <i>Create User-Defined Tasks</i> in Volume 7, Section 3.11.1.3.)</p>

Step	(Alert 567) BENEFIT AMT > \$1500 CASH MAX
6.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
7.	<p>Click on the <i>Task ID</i> for the <b>(Alert 567) BENEFIT AMT &gt; \$1500 CASH MAX</b> task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
8.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

### 5.0 (Alert 569) BENEFIT AMT > \$1500 FS MAX

Step	(Alert 569) BENEFIT AMT > \$1500 FS MAX																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td><a href="#">9000035119</a></td><td><a href="#">ONE JOHNSON</a></td><td>Alert Number: 569. BENEFIT AMT &gt; \$1500 FS MAX. FS 01</td><td>Reserved</td><td>High</td><td>3/20/2008 21:41</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	<a href="#">9000035119</a>	<a href="#">ONE JOHNSON</a>	Alert Number: 569. BENEFIT AMT > \$1500 FS MAX. FS 01	Reserved	High	3/20/2008 21:41
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
<a href="#">9000035119</a>	<a href="#">ONE JOHNSON</a>	Alert Number: 569. BENEFIT AMT > \$1500 FS MAX. FS 01	Reserved	High	3/20/2008 21:41														

Step	(Alert 569) BENEFIT AMT > \$1500 FS MAX
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: A FS authorization request has been made that totals in excess of \$1500.00. Review the action and if appropriate request AUXs under \$1500.00 on separate days totaling the full benefits requested.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	Go to ICES and review CLRC.
5.	<p>If the auxiliary request was correct, send a user defined task to ACS Coaches queue notifying them that the request was valid but auxiliary requests must be made for amounts under \$1500.00 in separate daily pull downs and that the originally requested/authorized auxiliary did not generate any benefits to the recipient.</p> <p>If the request is incorrect, send a user defined task to ACS Coaches queue notifying them that the request is invalid and that the originally requested/authorized auxiliary did not generate any benefits to the recipient. The manual notice must be canceled, if possible.</p>

<b>Step</b>	<b>(Alert 569) BENEFIT AMT &gt; \$1500 FS MAX</b>
	(Insert Hyperlink to <i>Create User-Defined Tasks</i> in Volume 7, Section 3.11.1.3.)
6.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
7.	<p>Click on the <i>Task ID</i> for the <b>BENEFIT AMT &gt; \$1500 FS MAX</b> task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
8.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

## 6.0 Quality Control (QC) Error Referrals

Error Referrals will be electronically sent to the State's SEMs and Regional Managers. A response will be due back to QC within ten days. If the tenth day lands on a Holiday or weekend, it is due the first working day after the Holiday/weekend.

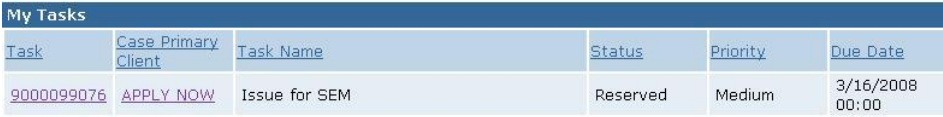



Step	QC Error Referrals
1.	There is a section on the error referral for the SEM to concur or non-concur. Please fill out this section, sign, date, and return electronically.
2.	When an SEM receives and concurs with the original error referral or QC upholds that an error still exists after a non-concurrence is made, or additional information is received, the SEM will review the attached document in the email
3.	. Remember to document in CLRC the actions taken, if CLRC is data enterable.
4.	The SEM will attach the error referral/additional information to the application/case. (HYPERLINK TO) <i>CREATING AN ATTACHMENT FROM THE FILE SERVER</i> WORK INSTRUCTIONS Section 3.11.4.12, Steps 1-12
5.	The SEM will create a user defined work task to the Coaches queue. A two business day deadline will be assigned to the task. (HYPERLINK TO) <i>CREATE A USER-DEFINED TASK</i> WORK INSTRUCTIONS Volume 7 Common Processes – Section 3.11.1.3.

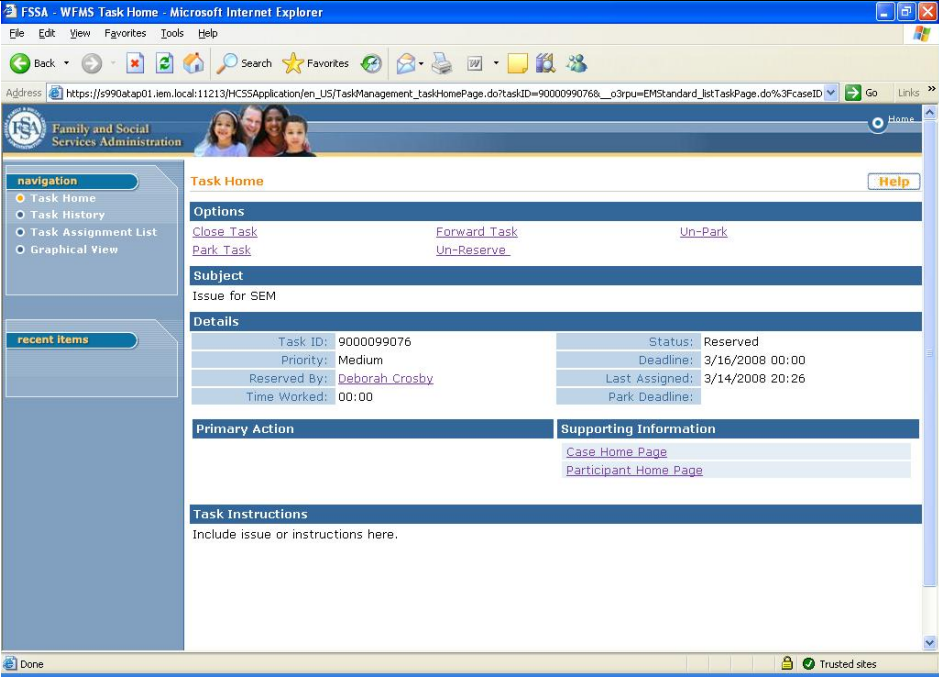
Comment: Outstanding issue.



## 7.0 FSSA Communications Queue Tasks

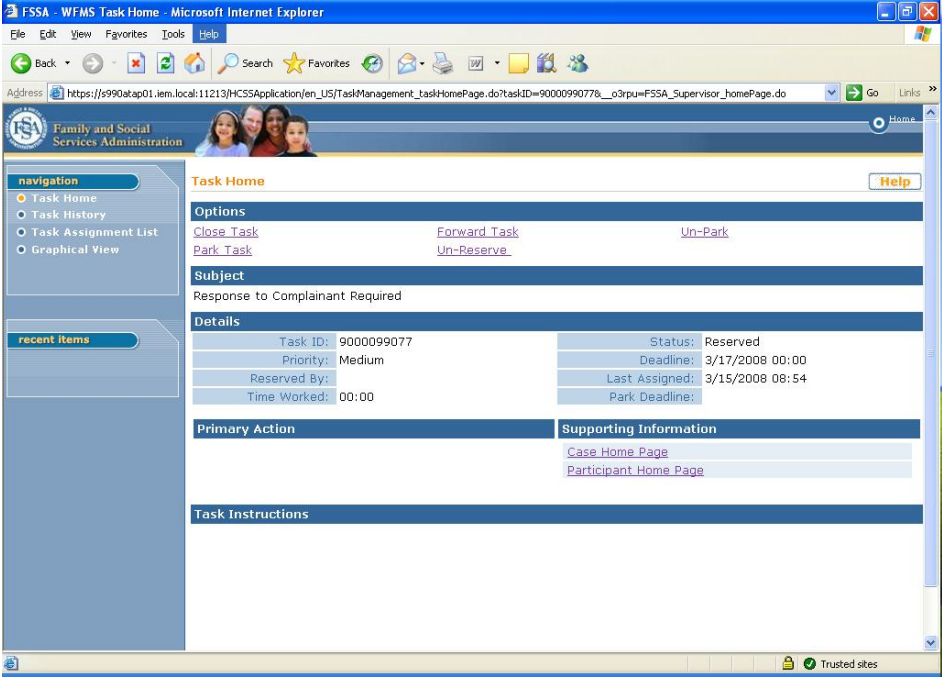
The SEMs will receive user defined tasks via the Communication Queue.

Step	<i><b>USER DEFINED Task's Text Determined By User</b></i>
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: (<i>Comments entered by individual creating the task</i>)</p>
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>
4.	Address the issue noted in the task.
5.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
6.	Click on the <i>Task ID</i> for the <b>User defined</b> task.

Step	<i>USER DEFINED Task's Text Determined By User</i>
	 <p>The WFMS will navigate to the <i>Task Home</i>.</p>
7.	Click on <i>Close Task</i> on <i>Task Home</i> page.

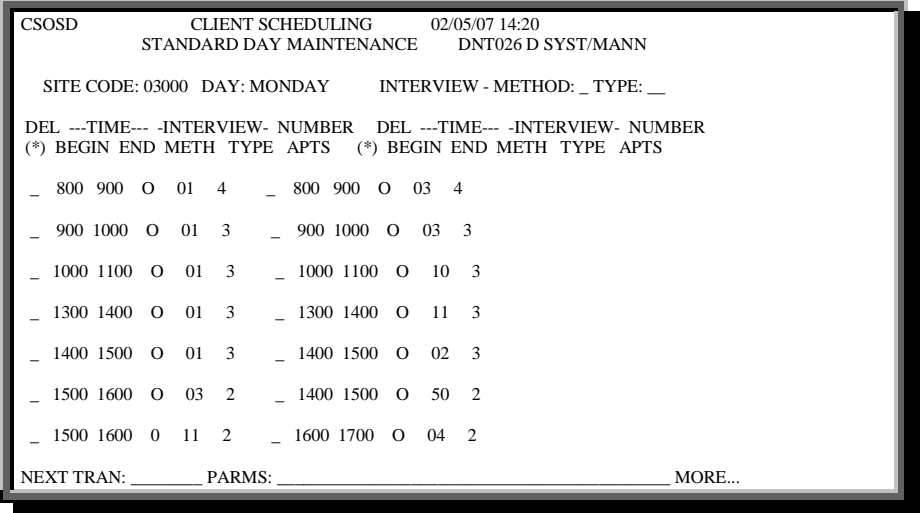
## 8.0 Response to Complainant Required

Step	Response to Complainant Required																		
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><th colspan="6">My Tasks</th></tr><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr><tr><td><a href="#">9000099077</a></td><td><a href="#">APPLY NOW</a></td><td>Response to Complainant Required</td><td>Reserved</td><td>Medium</td><td>3/17/2008 00:00</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	My Tasks						Task	Case Primary Client	Task Name	Status	Priority	Due Date	<a href="#">9000099077</a>	<a href="#">APPLY NOW</a>	Response to Complainant Required	Reserved	Medium	3/17/2008 00:00
My Tasks																			
Task	Case Primary Client	Task Name	Status	Priority	Due Date														
<a href="#">9000099077</a>	<a href="#">APPLY NOW</a>	Response to Complainant Required	Reserved	Medium	3/17/2008 00:00														
2.	<p>View the <i>Primary Action</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: A response to an applicant or recipient complaint is required.</p>																		
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div><a href="#">Case Home Page</a></div> <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>																		
4.	<p>Address the issue noted in the task.</p>																		
5.	<p>Click <i>Home</i> in the upper right corner.</p> <div>Home</div>																		

<b>Step</b>	<b>Response to Complainant Required</b>
	The WFMS will navigate to the <i>User Home Page</i> .
<b>6.</b>	Click on the <i>Task ID</i> for the <b>Response to Complainant Required</b> task.  The WFMS will navigate to the <i>Task Home</i> .
<b>7.</b>	Click on <i>Close Task</i> on <i>Task Home</i> page.  

## 9.0 Client Scheduling – Local Office

SEMs are responsible to assure that adequate staffing and appointment times are available.

Step	Client Scheduling – Local Office
1.	SEM will create a Standard Day format specific to each Local Office location.
2.	<p>SEM will set up a typical office schedule for a specific office location via screen CSOSD. This schedule is built for each day of a week and includes time allocation, interview method, interview type, and the number of appointments that can be scheduled for each specific time slot. The standard weekday appointment allocations entered on this screen are used by a nightly batch process that will apply the daily models to the offices' daily schedule used for scheduling client appointments.</p>  <pre> CSOSD                CLIENT SCHEDULING          02/05/07 14:20                 STANDARD DAY MAINTENANCE      DNT026 D SYST/MANN  SITE CODE: 03000 DAY: MONDAY    INTERVIEW - METHOD: _ TYPE: __  DEL ---TIME--- -INTERVIEW- NUMBER  DEL ---TIME--- -INTERVIEW- NUMBER (*) BEGIN END METH TYPE APTS  (*) BEGIN END METH TYPE APTS  _ 800 900 O 01 4    _ 800 900 O 03 4 _ 900 1000 O 01 3    _ 900 1000 O 03 3 _ 1000 1100 O 01 3    _ 1000 1100 O 10 3 _ 1300 1400 O 01 3    _ 1300 1400 O 11 3 _ 1400 1500 O 01 3    _ 1400 1500 O 02 3 _ 1500 1600 O 03 2    _ 1400 1500 O 50 2 _ 1500 1600 O 11 2    _ 1600 1700 O 04 2  NEXT TRAN: _____ PARS: _____ MORE...</pre>

- SEM may review the pre-populated schedule on screen CSOUM for each day by office location. The screen will display the calendar day, appointment time, interview method, interview type, number of interviews allowed, and number of interviews already scheduled.

```

CSOUM                CLIENT SCHEDULING          10/25/06 12:48
                   OFFICE DAILY SCHEDULE      S49001 D SYST/MANN

SITE CODE: 03000  DATE: 10/22/07   INTERVIEW - METHOD: _ TYPE: __

DEL ---TIME--- -INT- APPOINTMENTS  DEL ---TIME--- -INT- APPOINTMENTS
(*) BEG  END  M  TP  ALLOW  SCHD  (*) BEG  END  M  TP  ALLOW  SCHD
  800  900  O  01  04   02   _  800  900  O  03  02
  900 1000  O  03  02   02   _  900 1000  O  01  04
  900 1000  O  03  02   01   _ 1000 1100  O  10  02   01
 1000 1100  O  01  03   02   _ 1000 1100  O  03  02
  _ 1100 1200  O  03  02           1100 1200  O  01  03   02
  _ 1100 1200  O  03  02           _ 1200 1300  O  03  02
 1300 1400  O  03  02   02   _ 1300 1400  O  01  03
  _ 1300 1400  O  10  03           _ 1300 1400  O  10  02
  _ 1400 1500  O  11  03           _ 1400 1500  O  01  03
 1400 1500  O  10  02   01   _ 1400 1500  O  10  03
  _ 1400 1500  O  03  02           _ 1500 1600  O  01  03
  _ 1500 1600  O  01  03           _ 1500 1600  O  10  02
  _ 1500 1600  O  03  02           _ 1600 1700  O  11  03
  _  _  _  _  _  _           _  _  _  _  _  _

NEXT TRAN: _____ PARMS: _____
048 - NO MORE DATA AVAILABLE

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#### 10.0 Phone Interview Incomplete Queue Monitoring

Step	Phone Interview Incomplete Queue Monitoring
1.	SEMs (Service Center) will continually monitor the “ <b>Phone Interview Incomplete</b> ” queue to assure sufficient staff is assigned to complete the number tasks in the queue.
2.	SEMs will assure that SECs are making a minimum of two returned call back attempts, no less than 10 minutes apart, and that adequate documentation is entered into CLRC detailing the date, time, and telephone number called for all attempts.